**Open door policy**

At little eco steps we operate an open door policy, which means parents/carers are welcome at any time but also following covid 19 guidance, keeping distance, wearing masks, booking a time slot to come and speak to us if it is something personal and important.

We also respect parents/carers as the first educators of their children and actively encourage their involvement in the daily life of the club, we do so by using kinder vibe app, speaking to them at the door about their child’s day, but ensuring confidentiality.

Staff will always do their utmost to make time to speak to parents/carers whenever they need us to and will arrange appointments, at a mutually convenient time, for situations that need a longer discussion or additional information/help and in line with the current covid 19 advice.